

AARON ALEXEI ESPINOSA NEGRETE



✉ aaronespinosa84@gmail.com
🏠 Naucalpan, Estado de México
📞 +52 56 1187 7936
📅 Mar 14, 1997
🌐 Mexican

EXECUTIVE SUMMARY

Dynamic, results-driven professional with over 8 years of experience across customer success, sales operations, team leadership, and CRM strategy within highly competitive industries including hospitality, tech, air quality services, insurance, and telecommunications. Renowned for consistently exceeding targets, closing high-revenue commercial deals, leading training initiatives, and managing complex customer pipelines with efficiency and care. Adept at building long-term client relationships and driving strategic growth through data-backed decision-making and cross-functional collaboration. Multilingual communicator with a passion for service excellence, team development, and measurable impact.

SKILLS

- Sales Strategy & Lead Conversion
- CRM Systems: Zoho, Housecall Pro, Insightly
- Customer Experience (CX)
- Team Training & Leadership
- Cross-Platform Communication
- B2B & B2C Outreach
- Commercial Deal Negotiation
- Workflow Optimization
- High-Volume Call Handling

LANGUAGES

- English | Native
- Spanish | Native

EXPERIENCE

Nov 2024 Present	ADMISSIONS COORDINATOR (REMOTE) APEKS PERFORMANCE INSTITUTE Guadalajara, Mexico <i>Industry: Education Sports Science</i> <ul style="list-style-type: none">• Manage new student prospects and set up virtual appointments to discuss the bachelor's program in Sports Science.• Created and maintain a personalized lead pipeline using Google Sheets to streamline follow-ups and increase conversion rates.• Provide customized support to prospective students, assisting them in understanding program offerings and documentation requirements.• Handle sales and customer service, ensuring a smooth enrollment process.• Develop personalized student documentation, including course requirements and payment schedules.• Successfully converted 50+ students for the first generation of the program (Jan 2025 intake).
Nov 2023 Nov 2024	SALES MANAGER (FREELANCE) Everclean Air Massachusetts, USA <i>Industry: Residential & Commercial Air Quality Services</i> <ul style="list-style-type: none">• Managed incoming leads via Housecall Pro and Zoho CRM, overseeing the full sales funnel from profile creation and estimates to job completion.• Directed multichannel communications (phone, chat, social media), effectively converting inbound and outbound leads into clients.• Coordinated closely with technicians to optimize dispatch routes and ensure seamless customer experiences.• Played a key role in client acquisition strategypersuading prospects to choose Everclean over competitors.• Closed high-value commercial contracts, significantly increasing company revenue.• Mentored and trained new staff members; regularly scheduled 10+ appointments daily during high-demand periods.
May 2022 Oct 2023	COORDINATOR, CASINO OPERATIONS Royal Caribbean Group (Celebrity Cruises) Naucalpan, Mexico <i>Industry: Luxury Cruise Hospitality</i> <ul style="list-style-type: none">• Transitioned from consumer support to a specialized role managing high-value casino clientele based on play history and tiered promotions.• Conducted outbound sales campaigns for exclusive cruise offers, consistently exceeding daily booking goals (30+ per day).• Managed room upgrades, add-ons, and personalized cruise experiences, increasing revenue per guest.• Trained new hires within the casino operations unit to uphold service quality and performance metrics.
Jun 2021 Dec 2021	SALES DEVELOPMENT REPRESENTATIVE (FREELANCE) Glow Remote, USA <i>Industry: Workers' Compensation Insurance</i> <ul style="list-style-type: none">• Built and managed a robust sales pipeline, conducting follow-ups, qualifying leads, and collecting data for underwriting quotes.• Achieved up to 10 qualified applications daily; reached 29 applications in a weektop performer across multiple metrics.
Feb 2021 May 2021	SALES DEVELOPMENT REPRESENTATIVE (FREELANCE) America's Call Center (ACC) Remote, USA <i>Industry: Home Inspection Services</i> <ul style="list-style-type: none">• Cold-called inspection company owners to generate interest and book strategy calls for the Solutions Manager.• Managed CRM entries (Insightly) and performance tracking; praised for meticulous lead organization and follow-through.
May 2020 Jan 2021	VIRTUAL ASSISTANT (FREELANCE) American Dream Builders Florida, USA <i>Industry: Home Inspections & Roofing</i> <ul style="list-style-type: none">• Handled qualified lead verification and scheduled inspections on behalf of the CEO.• Consistently exceeded weekly targets; received an offer for a U.S. work visa due to outstanding performance.
Nov 2019 Apr 2020	SALES AGENT Atento – Swiss Colony Naucalpan, Mexico <i>Industry: Catalog Retail / Financial Services</i> <ul style="list-style-type: none">• Managed inbound sales and payment processing; upsold products and managed credit services.• Recognized as a top sellergenerating \$300\$500 daily in part-time hours.
Jan 2019 Oct 2019	CUSTOMER SERVICE AGENT BiteSquad CDMX, Mexico <i>Industry: Food Delivery / Logistics</i> <ul style="list-style-type: none">• Oversaw real-time logistics between restaurants, drivers, and clients across multiple orders and platforms.• Met and exceeded all KPIs and was highly praised by leadership for quality service and adaptability.
Jul 2018 Jul 2018	SALES & RESERVATIONS AGENT Marriott International CDMX, Mexico <i>Industry: Global Hospitality</i> <ul style="list-style-type: none">• Assisted U.S.-based customers with international reservations, package add-ons, and service enhancements.• Successfully upsold premium lodging and exceeded expectations in service metrics.
Nov 2016 May 2017	CUSTOMER SERVICE – SUPPORT LEVEL 2 & 3 AT&T Naucalpan, Mexico <i>Industry: Telecommunications</i> <ul style="list-style-type: none">• <i>Handled complex escalations and billing issues across DirectTV, mobile plans, and account reactivations.</i>• <i>Exceeded KPIs and built strong client rapport, maintaining long-term customer relationships through empathy and resolution.</i>
Jan 2016 Jul 2016	SERVICE DESK TECHNICIAN (LEVEL 1) CompuCom – General Electric CDMX, Mexico <i>Industry: IT Support Services</i> <ul style="list-style-type: none">• Provided remote tech support for over 1,900 GE stores, assisting with device setup, email configuration, and troubleshooting.• Became a top-performing technician within 2 months, exceeding ticket resolution and customer satisfaction metrics.

EDUCATION

Jan 2018 Jul 2022	BACHELOR'S IN INTERNATIONAL BUSINESS UVM Campus Lomas Verdes Bachelor's in International Business (8 out of 9 semesters completed)
Oct 2023 Feb 2024	CERTIFICATION AS A PERSONAL TRAINER International Federation of Bodybuilding (IFBB) IMECAF
Jan 2025 Present	BACHELOR'S IN SPORTS SCIENCE APEKS PERFORMANCE INSTITUTE Virtual Mexico Bachelor's in Sports Science & 4 Certifications from IUSCA (Level 6) in Strength and Conditioning

ACHIEVEMENTS

- **Closedthousands in commercial air quality contracts**
- **Exceeded 30 cruise bookings/day at Celebrity Cruises**
- **Managed 10+ appointment setups/day during peak demand**
- **Successfully enrolled 50+ students for APEKS Performance Institute's inaugural class (Jan 2025 intake)**
- **Consistently recognized for leadership, performance, and client trust**